

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/13/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

b6
b7C

WINSTON COURTNEY SADLER, white male, [REDACTED]

[REDACTED] was interviewed at his place of employment, AMERICAN AIRLINES (AA) SOUTHEASTERN RESERVATION CENTER (SERO), Cary, North Carolina. After being advised as to the identities of the interviewing agents and as to the nature of the interview, SADLER provided the following information:

SADLER stated he was currently employed with AA in their International Resolution Department. SADLER stated he was charged with being [REDACTED] coming into the SERO. SADLER stated that on September 11, 2001, at approximately 8:20 A.M., Customer Service Agent (CSA) VANESSA MINTER came to him stating that she had a lady on the telephone line calling from an AA flight that was being hijacked. SADLER stated that MINTER seemed to be panicked and stated she could not find her "emergency button" on her telephone. SADLER offered to take the call so MINTER transferred the call to SADLER. SADLER explained that the telephone system operated by AA allowed for him to be connected onto a line from one of the agents and the agent still remain on the line. Once this was established, SADLER immediately activated his emergency button which further allowed the Operations Center to monitor the telephone call. SADLER stated the individual on the telephone identified herself as BETTY ONG (phonetic). SADLER stated that she identified herself as being aboard Flight Number 11 as one of the Flight Attendants (FA's). ONG further stated that people aboard the plane had entered the cockpit and that FA's Number 1 and Number 5 had been stabbed. ONG stated she was located in the coach area of the airplane. At one point in the conversation, SADLER recalled that ONG stated that all of the FA's had moved back to the coach area. ONG also stated that she did not believe that the coach passengers were aware of the hijacking. SADLER explained that the 767 airplane utilized by Flight 11 was sectioned into three sections, a coach area, a business area, and a first-class area.

ONG further stated she believed mace had been sprayed in the business class area which made it difficult to breathe. During

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/12/2001 at Cary, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

SA [REDACTED] AND
by SA [REDACTED]: CAT:egg

FD-302a (Rev. 10-6-95)

265D-NY-280350-CE

Continuation of FD-302 of WINSTON COURTNEY SADLER , On 09/12/2001 , Page 2

the entire conversation, ONG seemed to be talking to someone else in the background and retrieving information including the fact that the passenger in 9B had been injured and was possibly deceased. ONG also identified passengers seated in Seats 2A, 2B, and 10B as participating in the hijacking. SADLER stated during the telephone conversation with ONG other individuals on the line from the Operations Center, namely NYDIA GONZALEZ, participated in asking questions of ONG. During these intervals, SADLER was using his computer screen to find out information concerning Flight 11. SADLER recalled at one point, he was monitoring a readout on his computer screen where ground control was attempting to notify Flight 11 that Flight 11's transponder had been turned off. Later he checked his passenger roster to find the name of the passenger in 9B who had been hurt and identified that passenger as DANIEL LEWIN.

SADLER recalled that ONG stated she was trying to call the pilots in the cockpit, but was not getting a response. ONG had stated that no announcements had been made from the cockpit. ONG stated she attempted to find if there was a doctor onboard to assist with the wounded. ONG informed that FA Number 1 was hurt worse than FA Number 5 and they had put oxygen on FA Number 1. ONG gave the impression that FA Number 5 was sitting somewhere near her. ONG would state at times that the airplane was flying erratically. SADLER recalled these statements of erratic flying occurred several times during the conversation. SADLER also recalled that for the moments in between the erratic flying, the airplane seemed to be smooth in its flight path. SADLER stated at points in the conversation, ONG would state that the airplane was descending. SADLER stated he was convinced immediately upon taking the call, that it was a legitimate telephone call from an airplane because he was use to hearing the background noise given by airplane telephones and this call had that background noise. SADLER stated when the airplane seemed to be flown erratically, that ONG would make statements such as "please pray for us....oh God....oh God."

SADLER stated that NYDIA GONZALEZ was in the Operations Center monitoring the call almost immediately when he had first taken the call. SADLER stated during the call, he had used his computer "scratch pad" to take notes of the conversation as it occurred and these notes were not saved, but had been converted to his handwritten statement which had previously been provided to the interviewing agent.

SADLER stated the telephone call from ONG went through phases of signal fade where communication did not appear to be established but then it would always return until the very end of the call. ONG never commented on the plane's location to SADLER's recollection. ONG never

REQ. #35-13

000000455

FD-302a (Rev. 10-6-95)

265D-NY-280350-CE

Continuation of FD-302 of WINSTON COURTNEY SADLER, On 09/12/2001, Page 3

indicated with what instrument the FA's had been stabbed. SADLER stated that he was personally "stunned" by the whole event.

A copy of SADLER's handwritten statement and a typed version are both attached to this document and made a part hereto.

REQ. #35-13

000000456

FD-302 (Rev. 10-6-95)

- 1 -

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

The following is a re-recorded transcription obtained from AMERICAN AIRLINES (AA) by SA [REDACTED] on Tuesday, September 11, 2001. The material is being re-recorded from a CD ROM onto an Analog Audio Tape for transcription purposes.

Flight Attendant (FA) ONG

AA Agent (WINSTON SADLER)

Operations (OP) Agent (NYDIA E. GONZALEZ)

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/12/2001 at Raleigh, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

SA [REDACTED] AND
by SA [REDACTED] CAT:egp

RE: #95-13 174,175
This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency. 000006457

FD-302a (Rev. 10-6-95)

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 2

FA ONG: Number 3 in the back, ah, the cockpit is not answering, somebody stabbed in business class and ah, I think there is mace that we can't breathe, I don't know, I think we're getting hijacked.

AA Agent: Which flight are you on?

FA ONG: Flight 12

AA Agent: And what seat are you in? Ma'am are you there?

FA ONG: Yes

AA Agent: What, what, what seat are you in? Ma'am what seat are you in?

FA ONG: We're in flight, we just left Boston. We're up in the air.

AA Agent: I know, what

FA ONG: We are suppose to go to LA and the cockpit is not answering their phone.

AA Agent: Okay, but what seat are you sitting in? What's the number of your seat?

FA ONG: Okay, I'm in my jumpseat right now.

AA Agent: Okay

FA ONG: At 3R

AA Agent: Okay, you're the flight attendant? I'm sorry, did you say you're the flight attendant?

FA ONG: Hello

AA Agent: Can't

FA ONG: Hello

AA Agent: What, what is your name?

FA ONG: You'll have to speak up. I can't hear you.

REQ. #35-13

000000458

FD-302a (Rev. 10-6-95)

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 3

AA Agent: Sure, what is your name?

FA ONG: Okay, my name is BETTY ONG, I'm number 3 on Flight 11.

AA Agent: Okay

FA ONG: And the cockpit is not answering their phone. And there is somebody stabbed in business class and there is, we can't breathe in business class, so somebody's got mace or something

AA Agent: Can you describe the person that you said, someone is in is business class.

FA ONG: Ah, ah, I'm sitting in the back, somebody is coming back from business. If you can hold on for one second.

AA Agent: Certainly.

FA ONG: (In background:) They want to know who's....I don't know but Karen and Bobbie got stabbed.

(Lots of talking with other individuals at this point)

FA ONG: Our number 1 got stabbed. A person is stabbed, nobody knows who stabbed who and we, we can't even get up to business class right now, cause nobody can breathe. Ah, our number 1 is stabbed right now.

AA Agent: Okay

FA ONG: Our number 5, our first class passengers are, our first class, our galley flight attendant and our purser has been stabbed. And we can't get into the cockpit, the door won't open. Hello?

AA Agent: Yeah, I'm taking it down, all the information, we're also ah, you know of course recording this, ah, at this point

OP Agent: This is operations, what flight number we talking about?

AA Agent: Flight 12

OP Agent: Flight 12, okay

REQ. #35-13

000000459

FD-302a (Rev. 10-6-95)

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 4

FA ONG: We're on flight 11 right now. This is flight 11.

AA Agent: It is flight 11, I'm sorry NYDIA.

FA ONG: Boston to Los Angeles

AA Agent: Yes

FA ONG: Our number 1 has been stabbed and our 5 has been stabbed.
Can anybody get up to the cockpit? Can anybody get up to the
cockpit? We can't even get into the cockpit. We don't know
who's up there.

AA Agent: Well if they were shrewd they would keep the door closed
and..

FA ONG: I'm sorry?

AA Agent: Would they not maintain a sterile cockpit?

FA ONG: I think the guys are up there, they might have gone or jammed
their way up there or something, nobody can call the cockpit,
we can't even get inside. Is anybody still there?

AA Agent: Yes, we'll still here.

FA ONG: Okay, I'm staying on the line as well.

AA Agent: Okay.

OP Agent: Hi, who is calling reservations? Is this one of the flight
attendants or who, who are you, hon?

AA Agent: She gave her name as BETTY ONG.

OP Agent: Betty

FA ONG: I'm number 3, I'm number 3 on this flight

OP Agent: You're the number 3 on the flight.

FA ONG: Yes

OP Agent: And this is flight 11, from where to where?

REQ. #35-13

000000460

FD-302a (Rev. 10-6-95)

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 5

FA ONG: Flight 11.

OP Agent: Have you guys called anyone else?

FA ONG: No. Somebody is calling Medical and we can't get

End of tape

REQ. #35-13

000000461